For information on becoming a Receptionist & Information Clerk, see Sources of additional information within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant St., PO Box 159, 03570-0159

**Claremont (543-3111)** 

404 Washington St., PO Box 180, 03743-0180

Concord (228-4100)

10 West St., PO Box 1140, 03302 - 1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Rd., 03431-3926

Laconia (524-3960)

426 Union Ave., PO Box 760, 03246-2894

**Lebanon** (448-6340)

85 Mechanic St., Ste.4, 03766-1506

Littleton (444-2971)

646 Union St., Ste. 100, 03561-5314

**Manchester (627-7841)** 

300 Hanover St., 03104-4957

Nashua (882-5177)

6 Townsend St., 03060-3285

**Portsmouth (436-3702)** 

2000 Lafeyette Rd., 03801-5673

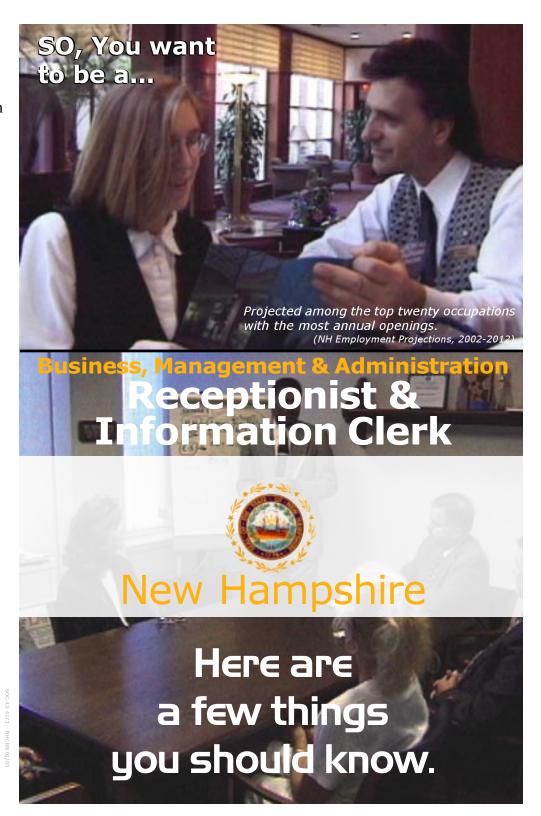
Salem (893-9185)

29 South Broadway, 03029-3026

**Somersworth (742-3600)** 

243 Rt.108, 03878-1512





You'll want to know a few things about this career.

Avg Hrly Wage: \$10.72 Expected GrowthRate\*: 31% Avg AnnOpenings:

278

### Training/Educ Needed:

Short On-the-Job Training

High school diploma or its equivalent is the most common education requirement. Opportunities should be best for persons with a wide range of clerical and

technical skills, particularly those with related work experience.

Basic Skills: Reading, listening, writing, speaking.

### Job Skills:

Active listening, speaking, reading comprehension, writing, service orientation, learning strategies, social perceptiveness, critical thinking, time management, active learning.

www.onetcenter.org



### TASKS

- 1. Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- 2. Receive payment and record receipts for services.
- **3.** Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- **4.** Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- **5.** Hear and resolve complaints from customers and public.
- **6.** File and maintain records.
- 7. Transmit information or documents to customers, using computer, mail, or fax machine.
- **8.** Schedule appointments, and maintain and update appointment calendars.
- 9. Analyze data to determine answers to questions from customers or members of the public.
- **10.** Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.

OOH, 2004-2005

# Interests (Holland Code): CES (Conventional, Enterprising, Social)

# Interest Area: Business & Administration

## Working Conditions:

Pleasant and comfortable clean, well lit offices.

### Avg Work Week:

Varies (Occupation is well suited to flexible work schedules. Some may work days, evenings and weekends.

About 3 of every 10

in this occupation worked part time.)

#### Sources of additional info:

NH Employment Security (Contact office nearest you or go online to www.nhes.state.nh.us).

